BTEC Assignment Brief

Qualification	Pearson BTEC International Level 3 Extended Diploma in Business and Hospitality
Unit number and title	**Unit 24: Accommodation Operations**
Learning aims	**B:** Be able to clean public areas, using appropriate cleaning agents, equipment, resources and methods **C:** Be able to clean and service guest rooms, using appropriate cleaning agents, equipment, resources and methods
Assignment title	**Servicing and cleaning public and guest rooms**
Assessor	
Issue date	
Hand in deadline	

Vocational Scenario or Context	You have been chosen to complete a training manual for new starters explaining procedures in accommodation operations to help them. You will also demonstrate how to clean and service public areas and guest rooms. To complete the task, you will need to be observed by your assessor working in accommodation operations and produce an evaluation of the procedures making justified recommendations for improvements.
Task 1	You need to produce a training manual for new staff detailing the requirements for cleaning and servicing facilities in accommodation operations. You will need to produce a training manual for cleaning and servicing both public areas and guest rooms, including the following: ● Cleaning schedule ● Cleaning material and chemical lists ● Equipment lists ● Standard operating procedures for different areas/materials ● Communication of status of facilities ● Linen list and dealing with linen ● Room/area/cleaning Checklist

Task 2	Your task is to work effectively in accommodation operations cleaning and servicing public and guest rooms. You will be observed by your tutor, who will produce a detailed observation record of you: ● cleaning and servicing public areas ● cleaning and servicing guest rooms ● dealing with laundry ● storing supplies You will need to write an evaluation assessing the effectiveness of accommodation operation procedures making detailed and justified recommendations for improvement.
Checklist of evidence required	Training manual Observation records Evaluation with suggested improvements

Criteria covered by this task:	
Unit/Criteria reference	To achieve the criteria you must show that you are able to:
BC.D2	Evaluate procedures used in accommodation operations and make recommendations for improvements.
B.M2	Demonstrate high levels of independence and skills in cleaning public areas and storing supplies.
C.M3	Demonstrate high levels of independence and skills in cleaning and servicing guest rooms and storing supplies.
B.P3	Explain the requirements for cleaning public areas and storing of supplies.
B.P4	Clean and service public areas using appropriate methods.
B.P5	Explain the requirements for servicing guest rooms and dealing with laundry.
B.P6	Clean and service guest rooms using appropriate methods.

Sources of information to support you with this Assignment	
Other assessment materials attached to this Assignment Brief	None